

VOLUME II

CHAPTER 5

MAIL DELIVERY RECEPTACLES

500. PURPOSE :

This chapter covers the issuance, maintenance, and withdrawal of mail delivery receptacles. It also provides guidance for delivery of mail through the receptacles.

501. GENERAL :

When receptacle mail service is provided by personnel assigned to an MPO, such personnel are acting as USPS agents and are bound by law to USPS regulations. No provision of this chapter is to be waived or supplemented when relating to any mail delivery made by personnel assigned to an MPO.

502. ASSIGNMENT OF RECEPTACLES

1. In overseas areas, receptacles are assigned for the service member's exclusive use and shall be used for the delivery of matter outlined in paragraph 506.1. Receptacles may not be issued to official and quasi-official activities except as noted in paragraph 502.2.

2. In CONUS, receptacles are assigned only to service members not afforded free mail delivery by the USPS at their quarters address. Installation and separate operating location commanders may make exceptions to this policy for those service members who, by type of assignment, receive professional papers, journals, and other job-related materials or whose duties prohibit their receiving mail daily at their quarters address. This category includes, but is not limited to, medical doctors, dentists, veterinarians, lawyers, chaplains, single members of alert crews who reside off base, and public health officials. Certain offices that receive privileged "mail on a regular basis also may be assigned a receptacle. These include the Inspector General, Military Service investigative Agencies, Chaplain, Command Surgeon, and the Staff Judge Advocate. Under no circumstances shall receptacles be used to conduct private business.

3. Do not assign a receptacle to more than one person. (A sponsor and authorized dependents are considered to be one person.)

4. When each member of a married couple has MPO privileges by his or her civilian or military status, each may be assigned a separate receptacle even if the couple is assigned to the same location. They shall be encouraged to share a receptacle.

5. Do not charge for a receptacle.

6. Rows of receptacles may be closed out, if casing the mail will be simplified and the receptacles are not needed. Normally, close out rows of receptacles by attrition, not by reassigning new ones to members.

7. Assign the receptacle that has been unused longest, unless a section or row of receptacles is being closed.

8. Record the member's name, date of receptacle issue, receptacle combination, and the combination change date on a DD Form 2262, "Receptacle Record." If the member initiates a PS Form 3801, annotate the DD Form 2262. This will aid in canceling PS Form 3801 on reassignment.

9. Label the rear of each assigned receptacle to identify the member and number. If a dependent living with a sponsor has a different last name, both the sponsor's and the dependent's name shall be on the label.

10. In overseas areas, receptacle numbers issued to retirees shall contain the prefix R. The R prefix shall be part of the retiree's address. When retirees are not authorized MPO privileges or reside in CONUS, they may not be issued receptacles.

11. The combination shall be given to the member on DD Form 2263, "Mailing Address/Combination Notice," and the member shall be advised to memorize the combination and read the general instructions on that form.

12. Under the sponsorship program, an advance receptacle number may be issued if a member or his or her sponsor makes a formal request and sufficient receptacles are available for issue. The receptacle may not be assigned sooner than 90 days before the member's reporting date. The receptacle shall be tagged with DD Form 2258. The due date shall be shown and a red diagonal line drawn across the face of the form to indicate the member is due to arrive. If the member's assignment is canceled, the receptacle shall be reissued. The combination does not have to be changed if the combination was not given to the member. Do not give the combination to anyone other than the service member or authorized dependents. This procedure shall be used at CONUS PSCS and UMRs only for members residing in dormitories or quarters not served by the USPS. Those members not expected to reside in dormitories or quarters (i.e., married, senior noncommissioned officers (NCOs) and officers), shall have general delivery service available until a permanent quarters address is established. Mail service may continue for a reasonable period, not exceeding 90 days, after residence is established.

503. MAINTENANCE OF RECEPTACLES AND RECEPTACLE RECORD CARDS

1. Number receptacles vertically, in rows of nine (for example, 1 through 9 and 11 through 19) either left to right or right to left. (See figure 5-1.)

2. When installing receptacles, numbers used shall be coordinated with the serving postal activity before numbering. Every effort must be taken to avoid duplicating receptacle numbers at facilities served at the same MPO and/or MAo .

3. Do not make major repairs to receptacles. Facility engineers are responsible for repair.

4. When combination or **keylock** wheels become difficult to turn, lubricate them by placing a small quantity of powdered or flaked graphite or other lubricating material on the moving parts of the lock.

5. Spot check the receptacle windows and doors daily for damage.

6. If a receptacle cannot be secured, close it and issue another receptacle to the holder if it cannot be repaired within a reasonable time.

7. Use plexiglass windows when possible.

8. Separate receptacle record cards shall be retained for each receptacle.

a. Forms for assigned receptacles are filed numerically in an active file.

b. Forms for unassigned receptacles are filed chronologically by closure date in an inactive file.

c. Forms for unassigned receptacles being closed out are filed numerically in a file marked "Do Not Issue."

504. CHECKING ASSIGNED RECEPTACLES

1. Check each assigned receptacle at least monthly for excessive mail accumulation, old mail, or nonuse. If mail is accumulating in a receptacle and a DD Form 2258 has not been filled out giving hold instructions, contact the service member or their commander for determining location of the member.

2. If the individual is temporarily absent, prepare a DD Form 2258 indicating status of the member. If status is received from another source (i.e., unit commander, 1st Sgt, etc.), enter the name and phone number of person contacted in the Special Instructions Block. Hold the mail until instructions are received from the addressee, unless the addressee has departed permanently. Annotate the mail directory card with information received and forward or dispose of mail accordingly.

3. If the receptacle is assigned to a member who has no commander or unit (such as schoolteachers and retirees) and mail is still unclaimed after 30 **days**, close the receptacle and return mail to sender endorsed "Unclaimed." Annotate the directory card and all mail received "Moved - Left No Address," and return it to sender. Do not reissue a receptacle to the member unless proof of MPO privilege status can be established. If member continually fails to claim mail from the receptacle but is authorized service, close the receptacle and provide mail through general delivery. When general delivery service is given, advise the member that mail shall be returned to sender as "Unclaimed" if not picked up within 10 days of receipt by the serving activity.

505. KEYS AND COMBINATIONS

1. A **keylock** cylinder or combination shall be changed any time a key or combination is believed to be compromised and when a receptacle is withdrawn.

2. The serial number of the key or the combination, **shall** be recorded on the receptacle record card.

3. Supervisors shall ensure that an adequate supply of **keylock** cylinders are retained where key-type receptacles are installed. Cylinders may be rotated with other separate nests of receptacles; however, a **cylinder** removed

from a nest of receptacles shall not be used in the same nest again for" at least 3 months.

4. Worn, lost, or broken keys shall be replaced by the activity issuing the receptacle without charge to the members. **At** least two duplicate keys shall be retained for each receptacle. The combination entered on the receptacle record card is the only combination retained. Duplicate keys and combinations **shall** be kept in a safe place out of customer reach.

506. DELIVERY OF MAIL THROUGH THE RECEPTACLES

1. Only matter bearing postage, official postal notices, or other matter authorized by MPSA or the major command **shall** be placed in mail delivery receptacles .

2. Compare the name on the mail with the name label on the receptacle before placing the mail in the receptacle. When names do not match, route the mail to the directory section for processing. Mail addressed to "Occupant" or "Resident" of a receptacle number shall not be delivered to the member. Endorse with "Insufficient Address," and return mail to the serving post office for proper handling. Mail addressed to "Commander of" an individual **shall** be delivered as official mail to the commander. Mail addressed to "Commander of a receptacle number that does not contain an addressee name or unit designation shall be returned to sender endorsed "Insufficient Address."

3. If the mail is addressed properly to the receptacle number, a member may receive mail through the receptacle as follows:

a. When receiving mail through a PSC or UMR that is serviced by the USPS :

(1) Personnel assigned a dormitory room may receive mail for themselves or for visiting family members residing in temporary quarters (only for the duration of the visit).

(2) Authorized personnel who reside in local communities and are assigned receptacles under provisions outlined in paragraph 502.2. may receive mail for themselves and family members if they reside in the household (whether permanent or temporary).

b. In overseas areas, provisions of paragraphs **506.3.a. (1) and 506.3.a.(2)** apply. **Personnel** not authorized MPO privileges are not authorized to receive mail through the receptacle of an authorized user. If unauthorized users are detected receiving mail through the receptacle of an authorized member, the member shall be notified of the infraction and mail returned to sender annotated "Addressee Not Authorized MPO Privileges." Refer to **Volume I**, Appendix A, subsection **B.12.**, for cases involving such repeated offenses.

4. When delivering **nonaccountable** articles that are too large to fit in a receptacle, store for easy retrieval (an example is shown in figure 5-2). PS Form 3907, "Notice To **Call** At Window," **shall** be used to notify customers of this mail. Prepare the form the same day the article is sorted for delivery. Enter

the storage area, receptacle number, the date, and last name of the addressee on the form. To reduce consumption, forms may be overprinted with lines or laminated. Line through previous entries before reuse of the forms. Postal activities may use substitute forms, or alternate means of notifying customers of oversized mail.

5. Use DD Form 2258 for marking receptacles of members who are absent temporarily for any reason. Members shall sign this form, when possible, to show that the forwarding address or instruction for disposition of mail was provided. If a change of status is received from a source other than the member, note the source on the form. Mail shall be held for personnel who are absent temporarily, unless the addressee requests in writing that mail be forwarded or delivered to an agent. In overseas areas, the agent shall be an authorized MPO user. Mail may be held in the receptacle. If the mail accumulates and will not fit in the receptacle, the overflow shall be bundled together and handled as outlined in paragraph 506.4.

6. Handle mail for personnel who are in confinement, AWOL, ~~or~~ casualties per instructions in Chapter 4. Use DD Form 2258 to mark the receptacle, indicating member's status until the receptacle *is* closed or status of member changes.

7. Place mail addressed to members in proper receptacles immediately after receipt. If the flow of the mail allows and no lengthy delays occur, attempt to place larger items (such as newspapers, magazines, and flats) in receptacles before placing smaller items such as letter mail. If an appreciable delay will occur by using this procedure, **place** mail in receptacles in the following order: First-class and priority; third- and fourth-class parcel notices; second-class magazines and newspapers; and third-class (circulars, bulk rate articles, and nonprofit mailings). More than one class of mail may be processed when this action does not result in a delay to the higher priority mail.

507. WITHDRAWAL OF RECEPTACLES

1. Remove all mail from the receptacle and route it to the directory section.

2. Remove the name label and block the receptacle with PS Item O-53A, "Closures, corrugated," or other suitable device.

3. Remove the receptacle record card from the active file and record the date of receptacle closure.

4. Change the **keylock** cylinder or combination and record the key serial number or new combination and date of change on the receptacle record card.